



# **Iowa Department of Public Safety**

## **Agency Performance Plan**

**FY 2015**

**Larry L. Noble, Commissioner**  
**July 2014**

## AGENCY PERFORMANCE PLAN FY 2015

<b>Name of Agency:</b> Department of Public Safety			
<b>Agency Mission:</b> All Departmental personnel are committed to serve the people of Iowa by providing integrated public safety services with leadership, integrity, and professionalism.			
Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
<b>CF: Enforcement &amp; Investigation</b>			#1. Reduce preventable injuries and deaths #2. Suppress criminal activity through intelligence-led policing
Desired Outcome(s): Provide thorough and accurate investigations and enforcement actions to the law enforcement community so that the integrity and credibility of the judicial system and the safety of the public will be enhanced and maintained	1. Traffic Fatalities per 100 Million Vehicle Miles Traveled (moving average - 3 years)  2. Rate of reported violent index crimes (per 100,000 estimated population)	1.2  270	

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<b>Activities, Services, Products</b>	<b>Performance Measures</b>	<b>Performance Target(s)</b>	<b>Strategies/Recommended Actions</b>
1. Iowa State Patrol	1. Percent of Iowa drivers and front seat passengers using seat belts (annual DOT survey)	95	1. Targeted roadway enforcement and special cooperative enforcement programs
	2. Rate of alcohol-related fatalities per 100 million vehicle miles traveled	0.34	
	3. Rate of serious injury crashes per 100 million miles traveled	6.3	
	4. Number of enforcement contacts	320,000	
	5. Number of motorists assisted	18,000	
2. Arson and Explosives Investigations	1. Percent of arson and explosive cases resolved	35	
3. Narcotics Enforcement, Investigation & Awareness	1. Number of drug trafficking organizations disrupted and dismantled	80	1. Investigate criminal activity based on Departmental priorities
	2. Number of identification, awareness and education programs	20	
4. Criminal Investigation	1. Percent of internet crimes against children cases referred for prosecution	90	1. Investigate criminal activity based on Departmental priorities 2. Provide forensic laboratory services and computer forensic services by certified examiners 3. Coordinate with agencies to collect, share and act on reports of suspicious activities with a criminal nexus
	2. Percent of new Cybertips vetted for investigation within one business day	100	
	3. Percent of National Crime Information Center Missing Persons reports posted to Missing Persons Information Clearinghouse website within 4 hours	100	

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5. Criminalistics Laboratory Services	1. Average Lab-wide turn-around time on cases closed (days)	45	1. Collaborate with investigators and the court system to reduce the number of examinations needed 2. Maintain the highest level of accreditation status
	2. Percent of applicable ASCLD/LAB (laboratory accreditation) criteria met in yearly inspections	100	
	3. Percent of criminalists successfully completing proficiency testing in all analytical areas in which the lab conducts casework and for which approved proficiency samples are available	100	
	4. Percent of criminalists successfully completing at least one discipline specific training event annually (when available) to maintain expert status	90	

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<b>CF: Regulation and Compliance</b>			#1. Reduce preventable injuries and deaths #5. Reduce or minimize the cost of compliance with government requirements
Desired Outcome(s): Provide regulatory and compliance services that protect the general public so that they can be confident in the integrity and safety of the services provided by targeted persons and industries	1. Fire death rate in inspected facilities (per 100,000 occupants)	0	
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Regulate the Private Investigative, Private Security, and Bail Enforcement Industries	1. Number of private security, private investigative, and bail enforcement employee ID cards issued per fiscal year	2,500	1. Conduct criminal record checks on employee ID card applicants (both on-line & fingerprint submission) 2. Deny or revoke cards for disqualified persons 3. Issue cards for eligible persons

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2. Plan Reviews for Compliance with State Fire and Building Codes	1. Median turnaround time (expressed in calendar days) of plans after complete submission	45	1. Staff meetings, as needed, to assess workloads and staffing needs
	2. Percent of plan reviews completed within 60 calendar days of complete submission	100	2. Coordination among construction design engineers to assure all plans are reviewed within the 60 day time period
3. Fire Safety Inspections	1. Percent of health care facility inspection reports returned to facilities within ten calendar days	95	1. Provide specialized training to all fire inspectors and cross train inspectors to ensure standardization of inspections
	2. Percent of required school and college fire inspections completed biennially	60	2. Maintain accurate state inspection lists to prioritize overdue school inspections
4. Electrical Licensing and Electrical Inspections	1. Percent of electrical licenses issued within 10 working days of receipt of completed application and fee	95	1. Educate industry workers and the public about the importance of electrical safety
	2. Percent of electrical installations inspected within 3 working days of receipt of request for inspection	95	2. Collaborate with electricians and contractors to achieve voluntary compliance with code requirements 3. Collaborate with electric utilities and political subdivisions to increase public safety

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5. Gaming and Lottery Background Investigations	1. Percent of low level background investigations (Class C) completed within 75 calendar days of submission	90	1. Provide thorough and timely background investigations in a highly regulated industry
	2. Percent of high level background investigations (Class A) completed within 120 calendar days of submission	90	
	3. Percent of business entity background (Class D) completed within established deadlines	100	

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Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
<b>CF: Research, Analysis &amp; Information Management</b>			#2. Suppress criminal activity through intelligence-led policing #3. Increase effectiveness and efficiency through coordination with public and private partners #4. Use technology to improve effectiveness and efficiency
Desired Outcome(s): Provide accurate and timely information to Public Safety executives, Legislators, law enforcement partners and citizens so they can make better decisions and perform in a more efficient manner	1. Percent of requests for public information that are processed within 1 working day	100	
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Intelligence Information, Collection and Dissemination	1. Number officers completing the DPS Criminal Intelligence Course which is required for LEIN Membership  2. Requests for intelligence information fulfilled  3. Number of intelligence briefings for high level executives	40  12,000  18	1. Implement recommendations advanced in the National Criminal Intelligence Sharing Plan 2. Conduct strategic targeting of primary drug trafficking and criminal organizations

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2. Collect, Analyze and Report Uniform Crime Data	1. Percent of Iowa population in jurisdictions reporting Uniform Crime Reporting (UCR) Data	96	1. Facilitate the sharing of information with the public and with private sector organizations, consistent with the law
3. Provide Statewide Law Enforcement Communications Services	1. Percent of radio network availability statewide	100	1. Implement statewide interoperability in line with federal and state regulations
4. Provide Vital Information to Non-Law Enforcement Customers	1. Percent of Amber Alert broadcast within 60 minutes of receipt of required information	100	1. Develop and conduct 2 Amber Alert system tests per year
	2. Percent of non-law enforcement requests for criminal history information processed within two working days	100	
5. Records and Identification – Establish and Maintain Criminal Histories and Finger Print Databases	1. Percent of fingerprints entered within 2 working days of receipt in the identification section	100	1. Facilitate information sharing technology services that benefit law enforcement agencies
6. Maintain Accurate Records of Sex Offenders who are Required to Register	1. Percent of records validated within three months of initial entry	100	1. Facilitate information sharing technology services that benefit law enforcement agencies
	2. Percent of existing records re-validated within 12 months of previous validation	100	
	3. Percent of total Iowa sex offender registrants whose whereabouts are unknown	4	

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<b>CF: Education and Training</b>			#1. Reduce preventable injuries and deaths #6. Promote integrity and excellence in the workforce
Desired Outcome(s): Provide quality professional training to Iowa fire service and criminal justice personnel and education and awareness on critical public safety issues to classroom and community groups	1. Percent of personnel receiving annual ethics training  2. Percent of managers receiving management development and/or leadership training	100  100	
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
1. Provide Professional Fire Service Certification Program	1. Number of certified "Fire Fighter I" and "Fire Fighter II" firefighters	1,500	1. Reduce deaths, injuries and property loss from fires and other hazards related to buildings
2. National Fire Incident Reporting System	1. Percentage of fire departments reporting	100	1. Use web-based technology to facilitate reporting
3. Provide Safety Education Programs to Students and Members of the Public	1. Number of educational programs provided related to traffic safety and public safety	3,900	1. Establish training programs for law enforcement personnel and the public to improve understanding about traffic safety and public safety 2. Include education regarding abduction by strangers

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4. Intelligence Training	1. Percent of Fusion center staff receiving annual privacy training	100	1. Establish training programs for law enforcement personnel to improve understanding about intelligence collection, storage and dissemination 2. Ensure that federal guidelines regarding annual training on issues of privacy, civil rights and civil liberties are met for all Fusion Center personnel

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Core Function	Outcome Measure(s)	Outcome Target	Link to Strategic Plan Goal(s)
<b>CF: Resource Management</b>			#4. Use technology to improve effectiveness and efficiency #5. Reduce/minimize costs of compliance with government requirements #6. Promote integrity and excellence in the workforce
Desired Outcome(s): Provide appropriate management and stewardship for the Department of Public Safety protecting the public's trust in the use of public resources	1. Number of audit exceptions contained in annual audit report	0	
Technology Management and Support to the Criminal Justice Community	1. Percent of time IOWA System switch is available	100	
Activities, Services, Products	Performance Measures	Performance Target(s)	Strategies/Recommended Actions
<b>A. Management &amp; Stewardship</b>			
1. CALEA Accreditation	1. Percent of required Commission on Accreditation for Law Enforcement Agencies (CALEA) standards met for highest level of accreditation	100	1. Ensure that the Department maintains all policies required for accreditation with thorough documentation and proof of implementation and compliance
2. Pension Services	1. Number of audit exceptions contained in annual audit report	0	
3. Fleet and Supply	1. Average fleet turn-in mileage	135,000	

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<b>B. Plans, Research, Training</b>			
3. Provide Training Services to DPS Personnel	1. Percent of officers receiving mandatory police liability training each calendar year  2. Percent of DPS IOWA System users completing required IOWA/NCIC certification testing within required time frames	100          100	1. Provide mandatory training through in-service, training bulletins, and specialty schools for incumbent officers 2. Provide for recruitment and a basic training academy for all peace officer candidates that prepares them for work in the Department 3. Provide in-service training including all required instruction to all Department peace officers annually 4. Provide opportunities for all DPS personnel with access to the IOWA system to receive required IOWA/NCIC training
4. Ensure Compliance with Departmental Policies	1. Percent of required CALEA accreditation standards met for highest level of accreditation	100	1. Ensure that all departmental and specialty manuals are annually reviewed and in alignment 2. Ensure that CALEA accreditation can be maintained 3. Collect proofs as needed
<b>C. Technology Services</b>			
5. Provide statewide law enforcement computer service, including providing certification training and support services to Iowa System users	1. Percent of agencies audited as required by the FBI  2. Number of IOWA system messages transmitted to/from law enforcement agency/officer annually	100   69,000,000	